

## RAISING STANDARDS FOR GROWING COMPANY

**ABOUT CHALLENGER BRASS & COOPER.** Challenger Brass and Copper, Co. is the most important Puerto Rico Corporation in the commercialization and distribution of copper, brass, bronze, stainless steels and aluminum. Located in Toa Baja, Puerto Rico, the company has a workforce of 15 and customers in multiple locations. Challenger Brass and Copper, Co. was founded in 1987, and its sister company was founded in 2012.

**THE CHALLENGE.** Challenger Brass and Copper, Co. was interested in exploring new markets, and customers were demanding higher standards of performance. To improve competitiveness, company leaders decided to focus on upgrading their quality management system (QMS) to meet the ISO 9001:2008 standard. They reached out to the Puerto Rico Manufacturing Extension (PRiMEX), for assistance.

**MEP CENTER'S ROLE.** PRiMEX experts provide training, coaching, and consulting services to prepare organizations for ISO certification. Working with Challenger Brass and Copper Co., PRiMEX led the project to ensure the company's QMS met the ISO quality management standards. The company implemented improvements and produced the required documentation.

The knowledge and continuous support of the experts from PRiMEX helped Challenger Brass and Copper Co. successfully pass the ISO audit and obtain certification. The quality improvements positioned the company to increase sales and add jobs.

**"PRiMEX services enabled us to expand into new markets and increase our sales. Their close support and direction helped us accelerate our efforts to improve our quality level. We project continuous growth for years to come."**

-Abimael Padilla, Vice President

## RESULTS



Added **3** jobs



Increased sales level by over **30%**



Obtained ISO 9001:2008 certification

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